

# SAGE DUTRA

## AI Implementation & Adoption Lead · Forward-Deployed AI Engineer

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### SUMMARY

AI implementation and adoption specialist who architects multi-agent systems and drives adoption among skeptical, non-technical teams. Architected and operates FORGE, a production-grade multi-agent AI pipeline on Temporal.io durable orchestration, plus a second multi-agent system on LangGraph, owning model routing, prompt architecture, and the human-in-the-loop gates that decide where automation can be trusted. Fifteen years of forward-deployed implementation behind that work, across 9 Salesforce builds, 200+ users trained, and integrations spanning 20+ platforms. Strongest at the adoption gap, where most architects are weakest.

### CORE COMPETENCIES

**AI Implementation & Adoption:** AI implementation · AI integration · AI adoption · AI enablement · Digital transformation · Change management · Business process automation · End-user training & enablement · Train-the-trainer / system handoff · Forward-deployed delivery · Customer success

**Agentic AI & Reliability:** Multi-agent orchestration · Durable workflow orchestration (Temporal.io) · LangGraph / LangChain · Model selection & routing · Prompt architecture · Human-in-the-loop (HITL) governance · Evals & guardrails · LLM integration (Claude, Gemini, Perplexity) · Retrieval-Augmented Generation (RAG)

**Solution Delivery & Integration:** Solution architecture · Discovery & requirements facilitation · Stakeholder workshops · Enterprise & API integration · Webhooks · CRM architecture (Salesforce, HubSpot) · Data migration · Professional services

### PROFESSIONAL EXPERIENCE

#### Upswing

2018-Present

##### Founder & AI Systems Architect

*Solo professional-services practice, 30+ organizations across 90+ engagements, refocused on autonomous AI systems in 2026. 4.9 average across 31 public reviews.*

- Architected FORGE, a production-grade multi-agent AI pipeline that researches, builds, pitches, and onboards websites on Temporal.io, so workflows resume from the last checkpoint after any crash with retries, durable timers, and human-approval gates.
- Removed an automated QA loop that produced churn without improving quality, applying the harder judgment of knowing when to remove automation, not just when to add more.
- Engineered a second multi-agent system on LangGraph, using a hostile critique panel, bounded revision to zero-blocker consensus, and two human gates, cutting run cost roughly 76 percent via a hybrid model transport.
- Led 9 Salesforce implementations, 7 from-scratch and 2 overhauls, owning discovery, solution design, configuration, and a 20,000-record data migration, and trained 200+ users with formal BRDs and process maps.
- Shipped a HIPAA-compliant digital intake platform for a newly regulated professional field, cutting intake turnaround from 7-14 days to a single day, then packaged for roughly 15 practices.

#### ClearHaven

2023-Present

##### Founder & Professional Development Facilitator

Operate the full back-end of a solo professional-services practice (client intake, scheduling, secure documentation, regulatory reporting) across 50+ multi-month engagements. 100% 5-star across 26 public reviews.

#### Powerfield Energy

2020-2022

##### Director of Communications

*Clean-energy startup, remote. Contract Marketing & CRM Consultant (2020), promoted within three months.*

- Ran discovery, made the contested case for Salesforce over HubSpot on deal complexity and state-by-state regulatory variation, won the decision, and architected the system end to end.
- Built the go-to-market engine an eight-figure Salesforce pipeline ran on, tracking 29 million dollars from signed, deposit-backed contracts (pipeline tracked, not revenue closed).

#### Leadership Nonprofit

2016-2018

##### Director, Communications & Recruitment

*Regional leadership-training organization. Creative Team Lead (2014-2016).*

- Founded and led a 15-person department, building the enrollment-marketing engine solo first, then documenting the system, hiring, and training each report to own a sub-system.
- Traveled to other campuses to train staff to stand up new teams, and drove cost-per-lead to 5-7 dollars with the outbound system generating over 60 percent of applications.

### EDUCATION & CREDENTIALS

Professional Facilitation Certification, six-month accredited program (2023) · School of Video Production, Cape Town (2010) · 200+ people trained across 23 countries · Skills-based, 15+ years applied experience with deployed multi-agent systems carrying the technical proof.